

Teresa Feeney  
AT&T Customer Care  
100 S. Jefferson Street, Suite 115  
New Castle, PA 16101

*NSC Murlet*  
*98-67*  
*and*  
*CC*  
*90-571*

Dear Ms. Feeney:

## PROVIDING SPEECH TO SPEECH

I live in New Jersey and I urge AT&T to make telephones accessible to more people with speech disabilities by establishing Speech to Speech and an effective STS outreach service. I urge your company to comply with FCC Regulations and provide STS in New Jersey by March 2001.

In California, people with speech disabilities have dramatically improved their lives because of STS. One example is Dr. Robert Aber who experienced great growth in his psychology practice once he was able to communicate with clients over STS. Writer Pam Hoyer advanced her writing career substantially using STS to gather facts for articles. Dr Bob Segalman became successful as a social activist helping people with speech disabilities once he began using STS. STS potentially answers the telecommunications needs of thousands of people.

## PROVIDING STS OUTREACH

In addition to providing STS itself, providing outreach appropriate to people with speech disabilities is an essential part of access. When people with speech disabilities have appropriate training to use STS, they become more independent, participate more in the community, get jobs etc. The new relay regulations require states and relay providers to contract such that relay is accessible to users with speech disabilities.

If AT&T provides STS without appropriate outreach, call volumes will be extremely low. Call volumes could rise substantially with an extensive STS outreach service tailored to people with speech disabilities. Failure to provide appropriate outreach for STS means New Jersey residents with speech disabilities will not enter the mainstream of life.

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Because I want this independence for people with speech disabilities in New Jersey, I strongly urge you to provide an STS outreach service similar to the very successful STS intensive outreach services in California, Minnesota and Maryland.

## FUNDING STS OUTREACH

Based on Minnesota's budgetary experience, such a service may cost \$200,000 annually because of New Jersey's high population.. Many states have sufficient surcharge money to fund a STS outreach service without difficulty. Vocational rehabilitation client services money may be available to teach people to use STS as it fosters independence and makes people job ready.

## CONCLUSION

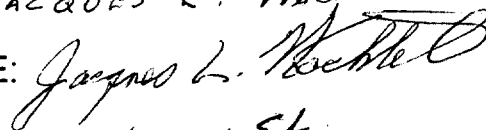
A large proportion of people with speech disabilities have other disabilities as well; this makes it very difficult for them to advocate for themselves. Therefore, it is necessary for the rest of us to insure that services like STS outreach are adequately provided for.

Again, I strongly urge you to budget for an effective STS outreach service with a budget of about \$200,000.

Sincerely,

JACQUES L. WACHTEL

SIGNATURE:



ADDRESS:

26 Henry St.

CITY, STATE, ZIP:

East Brunswick, NJ 08816

DATE:

Dec 1, 2000

cc: Disability Rights Office  
Consumer Information Bureau  
Federal Communications Commission, Room 6C-447  
445 12th Street SW  
Washington, DC 20554

cc: Bruce Gallagher  
Administrative Analyst II  
NJ Board of Public Utilities  
Two Gateway Center, 8th Floor  
Newark, NJ 07102

cc: Bob Segalman, Ph.D.  
Department of Rehabilitation  
Att: Program Evaluation  
2000 Evergreen Street  
Sacramento, CA 95815



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